

FIG. 1

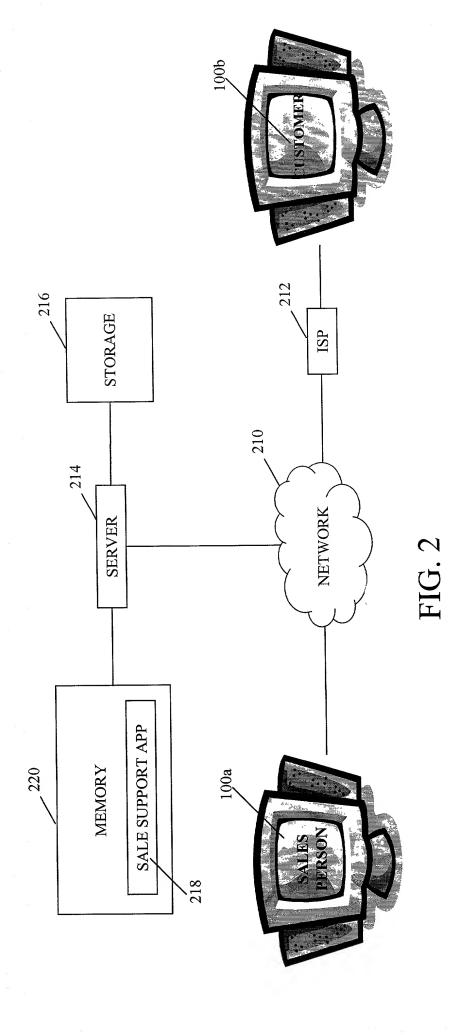


FIG. 3 system settings 328 targets 326 e-mail communication channel 311 Sales Corp synchronous on-line discussion group channel Customer Care Agents, Customer Channel asynchronous on-line discussion group channel Monitor Author Automated ization Agents, instant messaging comm channel 312 instant messaging comm channel notifications reports

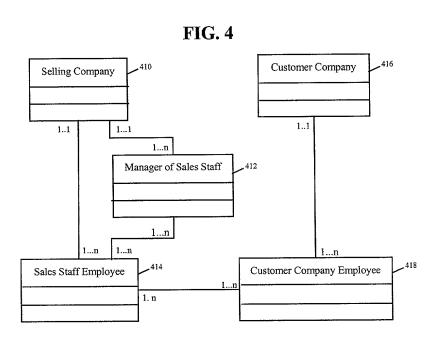


FIG. 5

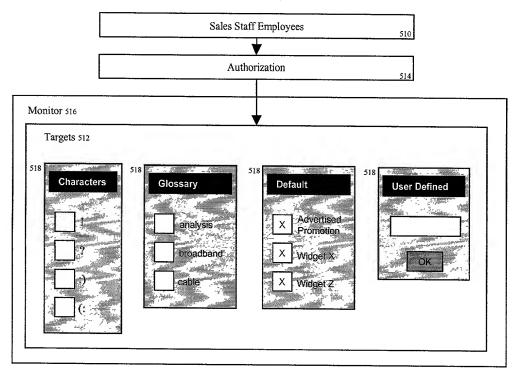


FIG. 6

